

MTAC

Visibility and Service Performance



Robert Cintron
Moderator

January 15, 2014



Periodical

Flats

10:15 - 11:15 AM



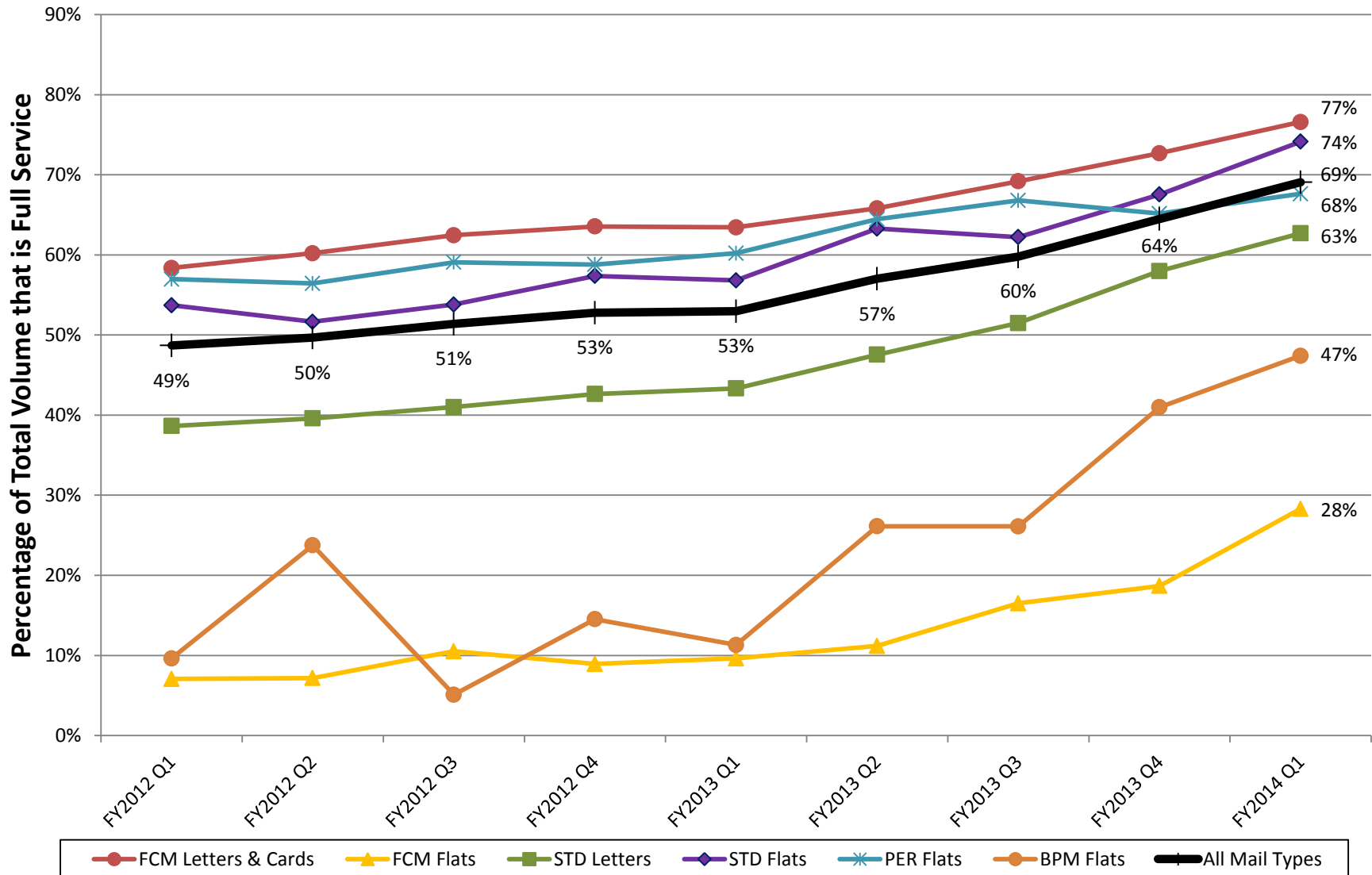
- **Increase Full Service**
- **Resolve mailer quality exceptions that prevent mail from entering measurement**

Agenda

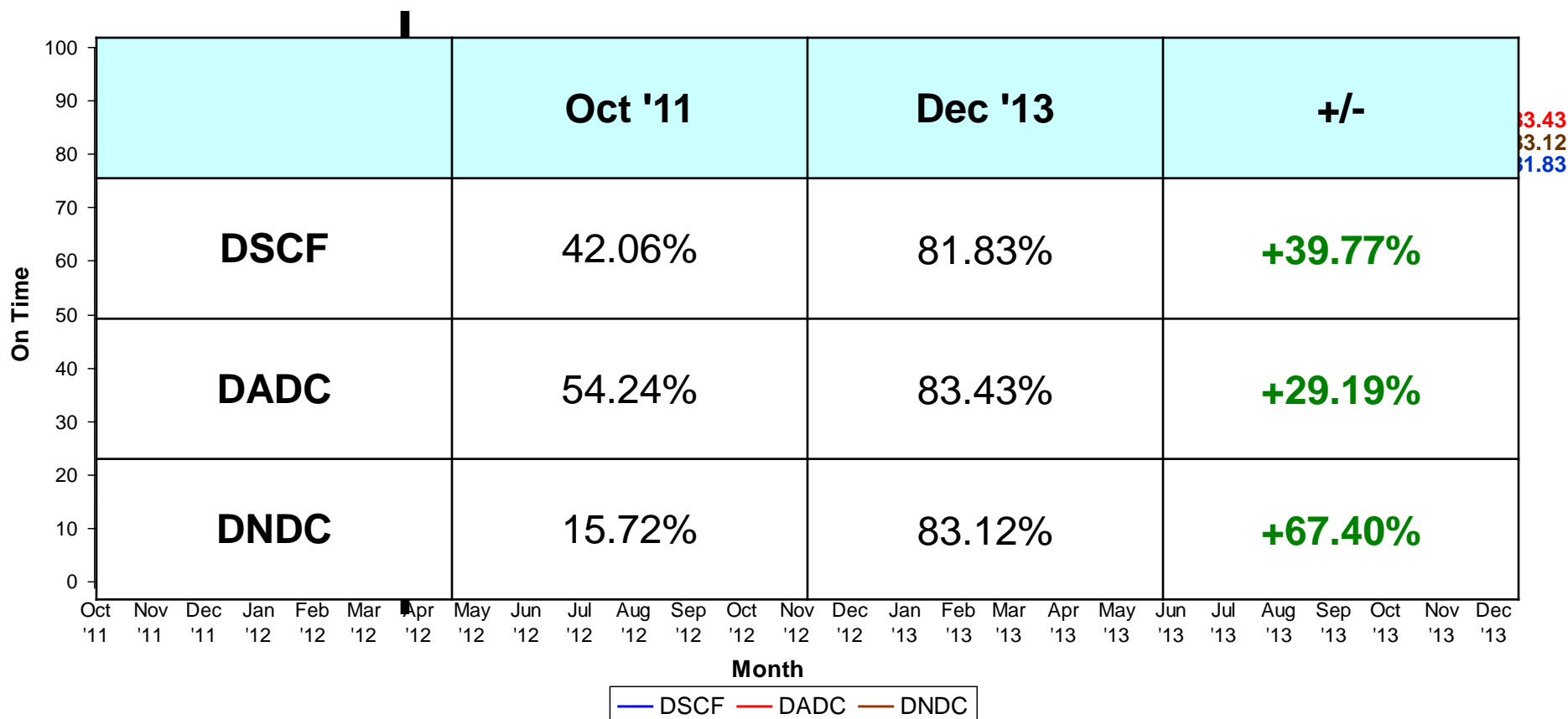
- **Recap of last meeting action items**
- **Update on current Periodicals service levels plus progress on end-to-end diagnostics**
- **Update on SV site expansion**
- **Update NYC carrier bundle scan test**
- **Update on last mile impact levels**
- **WG 161 update on Single Source ACS chargebacks**
- **Update on implementing FPARS for flats**

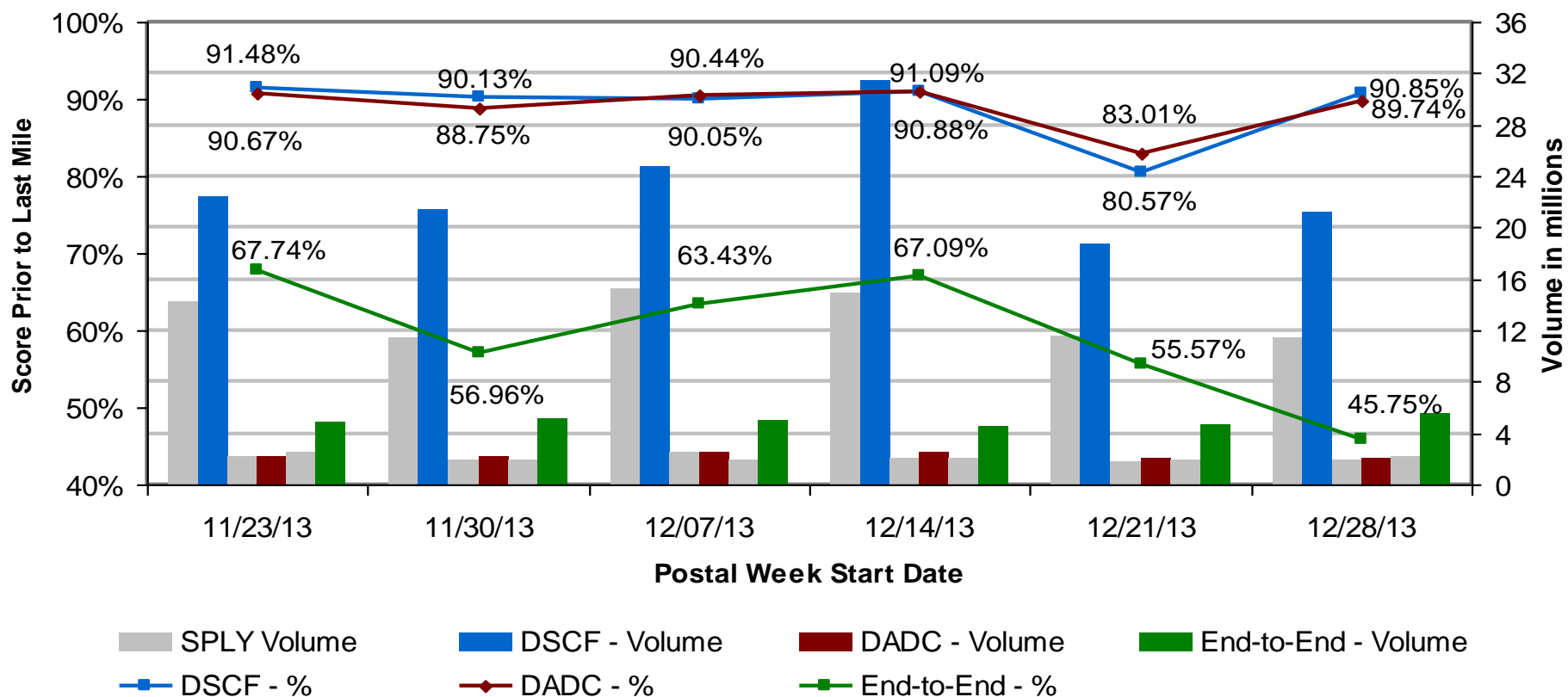
- **Bundle Tracking visibility (Steve Dearing and Robert Raines)**
- **Timeline of when visibility will be in play for Periodicals (Steve Dearing)**
- **IEO Industry Alert re: PAF Policy posted on RIBBS (Jim Wilson)**

In Dec 2013, 72% of Commercial mail eligible for Full-Service was Full-Service



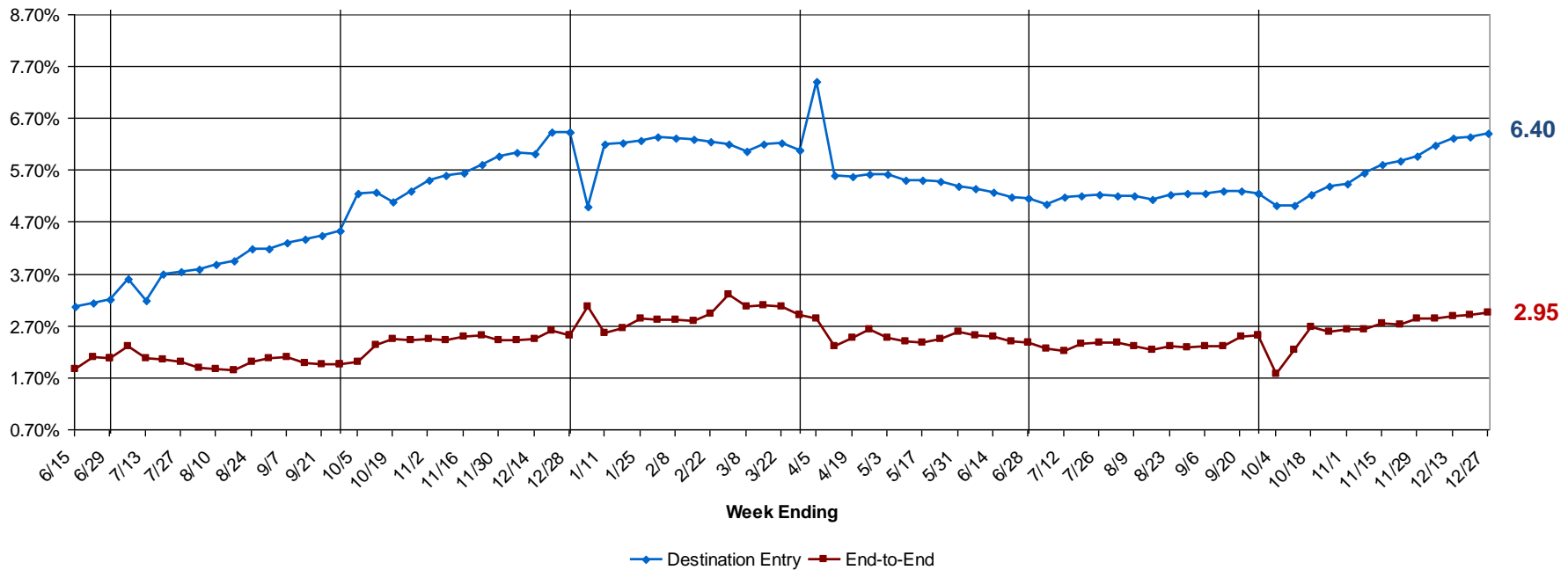
Destination Entry IMb™ Periodicals FY12 and FY14 Performance By Month



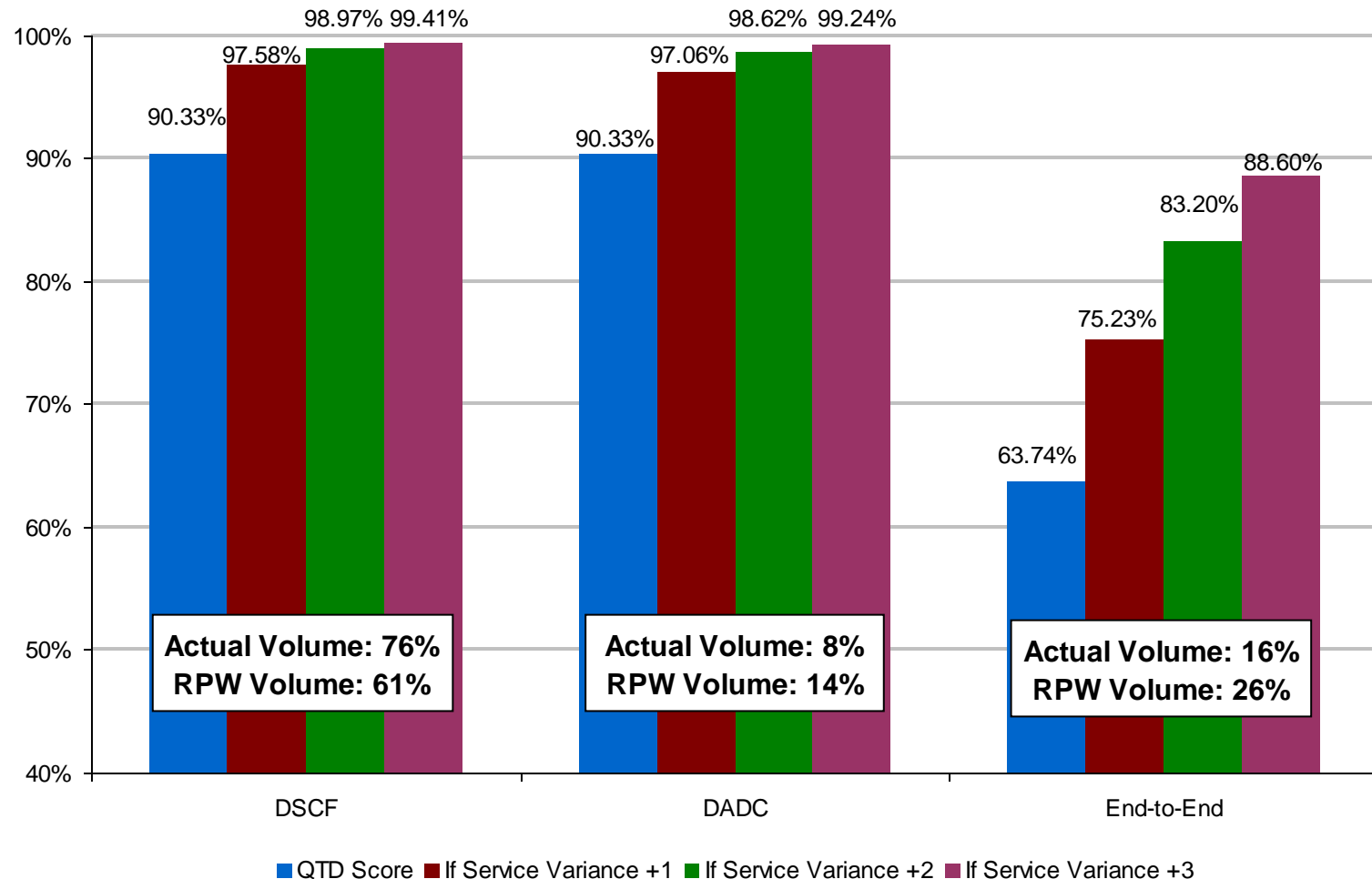


Q1 TD	Total Pieces Measured	Part 1 % On-Time	Last Mile Impact	Overall Score	Target Score	SPLY Pieces Measured	Volume Change	SPLY Overall QTD Score
SCF Flats	303,252,109	90.33%	-6.52%	83.81%	91.00%	171,751,077	76.6%	81.02%
ADC Flats	30,681,405	90.33%	-4.95%	85.38%	91.00%	29,071,586	5.5%	83.24%
E2E Flats	63,379,501	63.74%	-2.85%	60.89%	91.00%	27,094,193	133.9%	63.10%
Total	397,313,015			77.77%		227,916,856	74.3%	79.41%

Destination Entry and End-to-End Last Mile Impacts



**QTD DSCF and DADC Periodicals scores would be above 97.06%
(prior to last mile), if pieces that failed by 1 day passed**

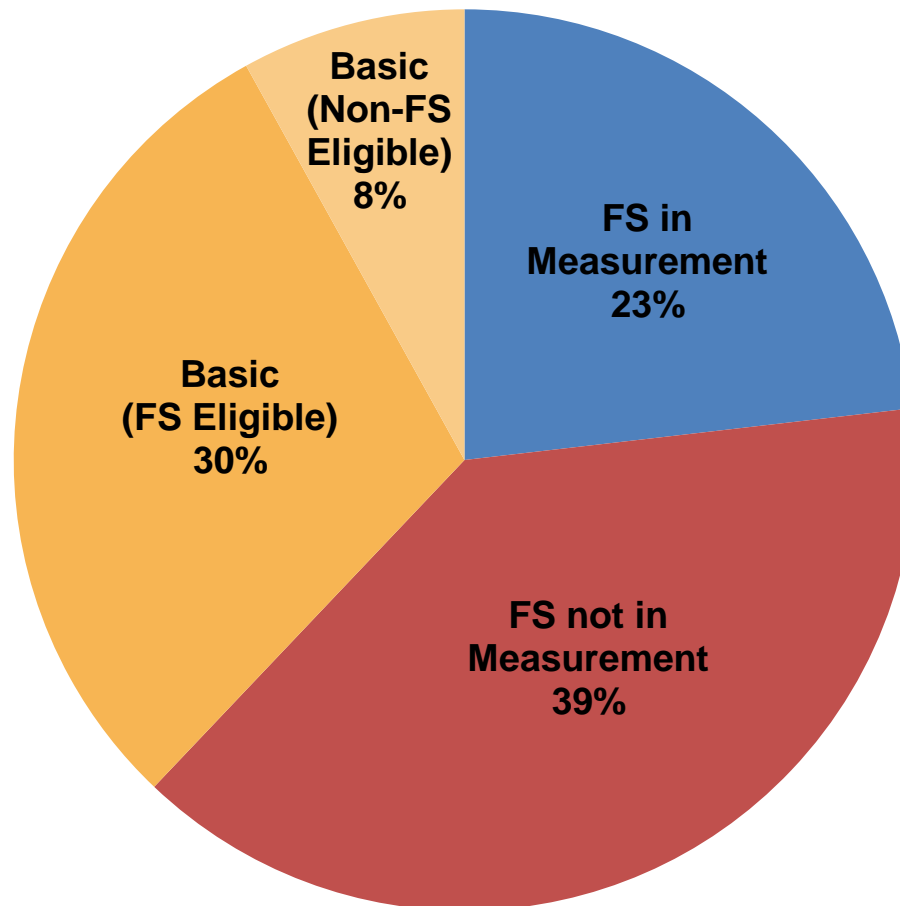


Note: Volumes may not sum to 100% due to rounding.

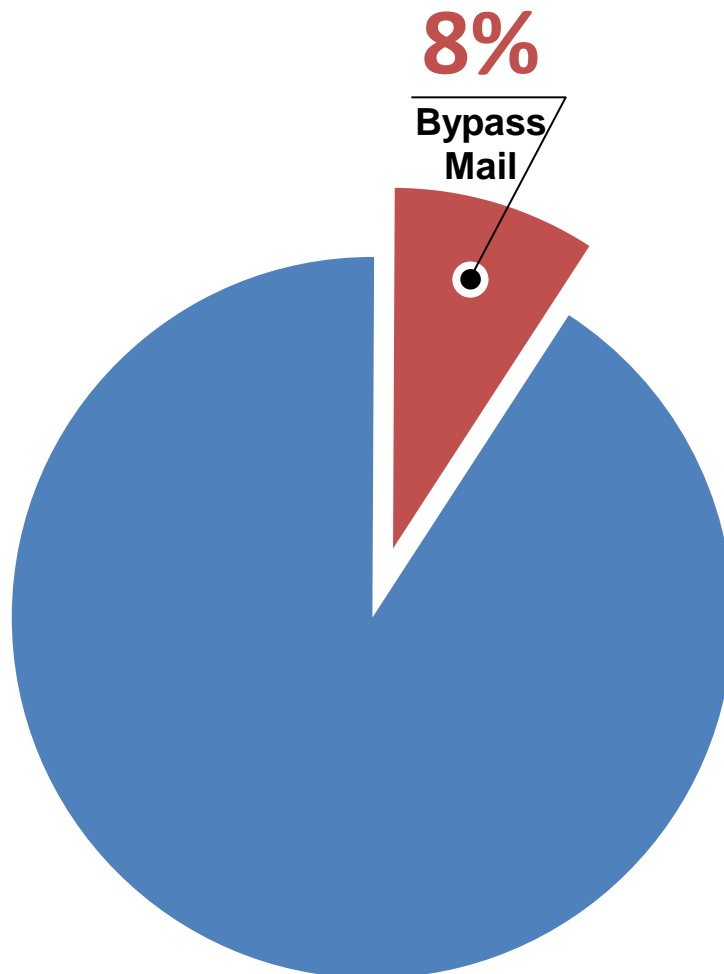
Note: RPW Volumes were estimated using basic entry type proportions obtained from pricing. DNDC and DDU Volumes were not included in the chart.

In Q1 FY14, 23% of IMb Periodicals Flats in Service Measurement

62% of Commercial Mail is Full Service

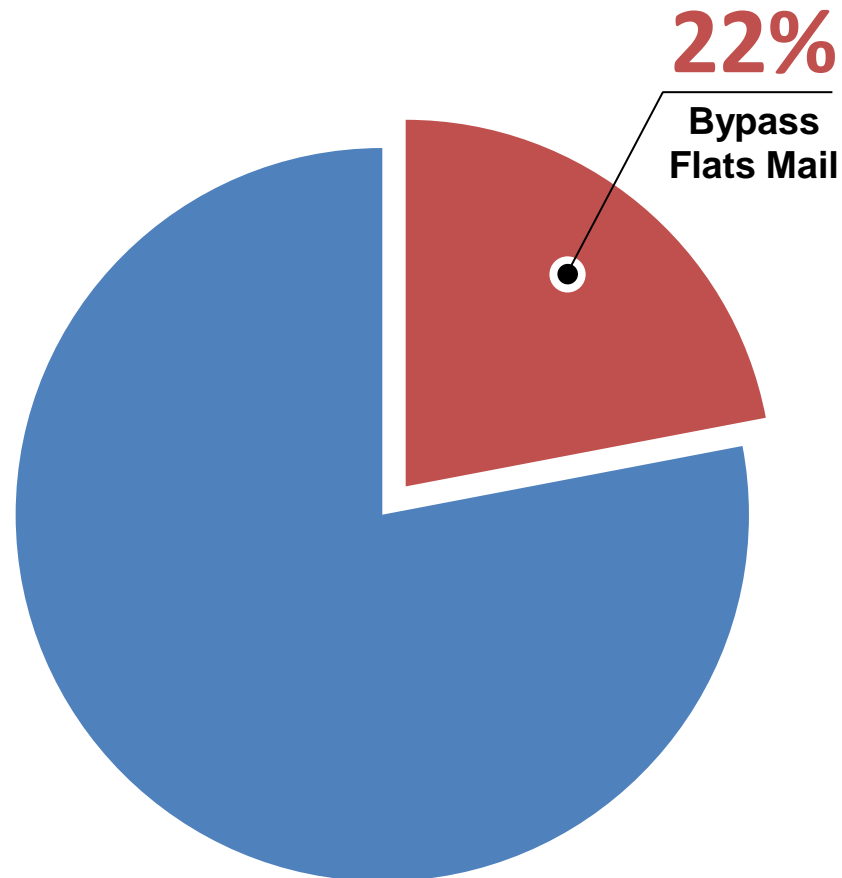


What % of Mail is Not in Visibility?



Bypass Mail - Non-automation, Drop-shipped DDU,
Cross-docked to a DU, etc.

What % of Flats Mail is Not in Visibility?



Bypass Mail - Non-automation, Drop-shipped DDU,
Cross-docked to a DU.

Three main categories of reasons why mail can be excluded from service measurement:

1

Lack of, or inconsistent mail visibility data

- No Container Unload Scan or FAST Appointment (Start-the-Clock)
- No Piece Scan (Stop-the-Clock)
- Stop scan observed before Start-the-Clock

2

Discrepancy in eDoc Preparation: eDoc are evaluated against business rules and operational data to determine if mail should be excluded.

- Business rules (e.g. Full Service compliance check for unique barcode)
- USPS operational data (e.g. FAST Appointments, SV Unload Scans)

3

Discrepancy in Mail Preparation: Operational data points collected during mail acceptance, induction, and/or processing are evaluated to determine if mail should be excluded.

- Acceptance: Manual or MERLIN PBV Verification Failures
- Induction: Irregularities captured in FAST or SV
- Processing: Change of Address (COA), Undeliverable as Addressed (UAA), Invalid Delivery Point (DPV).

The measurement system detects the above scenarios and automatically excludes the appropriate mail from measurement.

In Q1 FY14, 60% of Full Service Periodicals Flats was excluded from service measurement

Top Exclusion Reasons	%	Exclusion Reason	Exclusion Description
	62.25%	No Piece Scan	No automation scan observed for the mailpiece
	9.87%	Invalid Entry Point for Discount Claimed (MDF)	Entry Point for Entry Discount claimed in eDoc is invalid based on container or mailpiece destination
	7.36%	Non-Compliant	Mail identified as non-compliant due to observed inaccuracies
	6.83%	No Start-the-Clock	Lack of a container unload scan or inability to identify the FAST appointment associated to the container
	2.98%	Inaccurate Scheduled Ship Date	eDoc scheduled ship date time is 48+ hours earlier than the postage statement finalization date time
	2.54%	Non-Unique IMb	eDoc contains mailpieces with a non-unique IMb
	2.37%	Invalid Delivery Point	Delivery point information of mailpieces is invalid
	2.05%	PARS	Mailpiece redirected due to Change of Address (COA) or Undeliverable as Addressed (UAA) as indicated by ACS and/or PARS operation when mailpiece is processed
	1.42%	Incorrect Entry Facility	eDoc entry facility does not match the facility specified in the associated FAST Appointment

SV Expansion

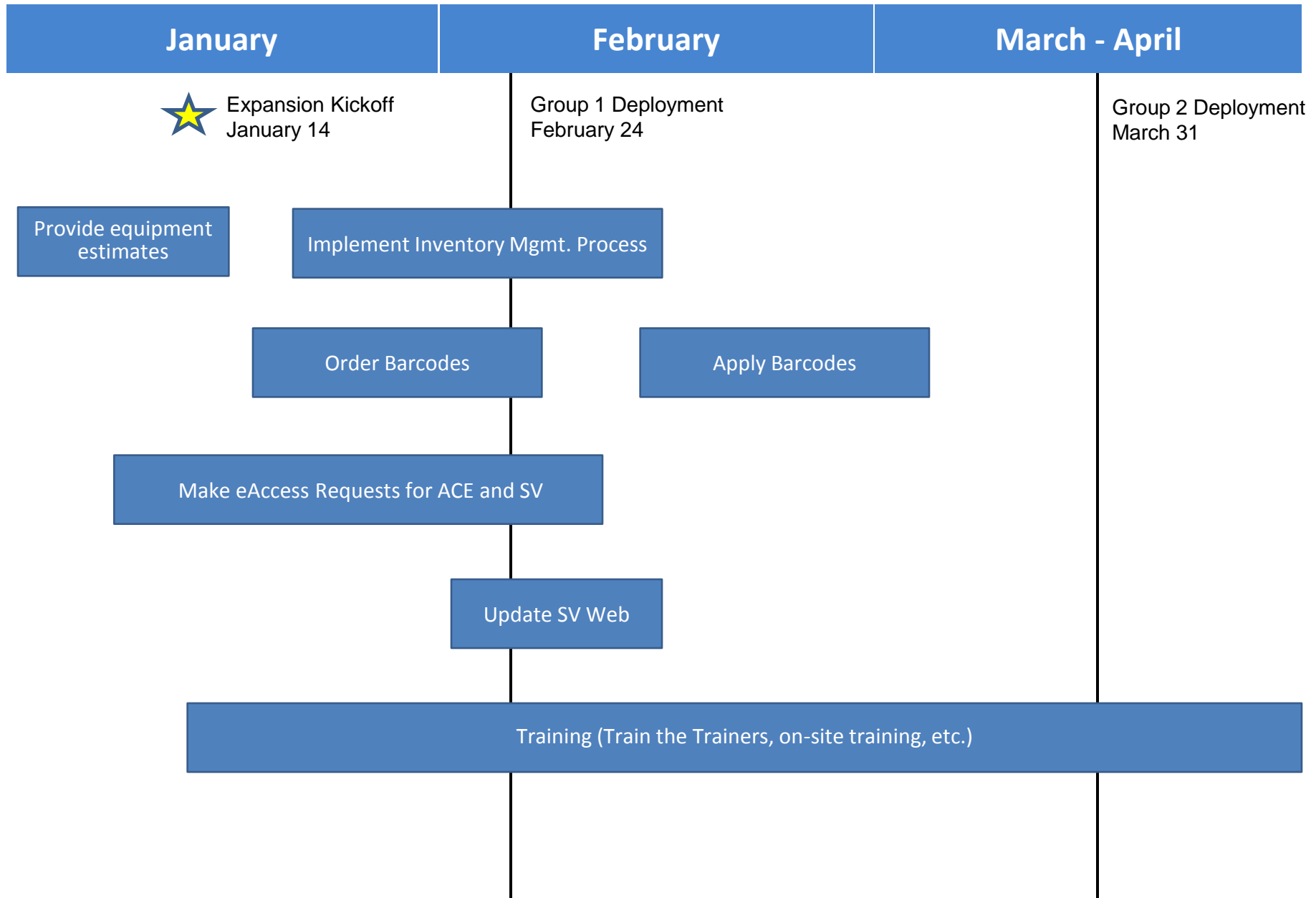


SV Expansion Status as of 1/14/14

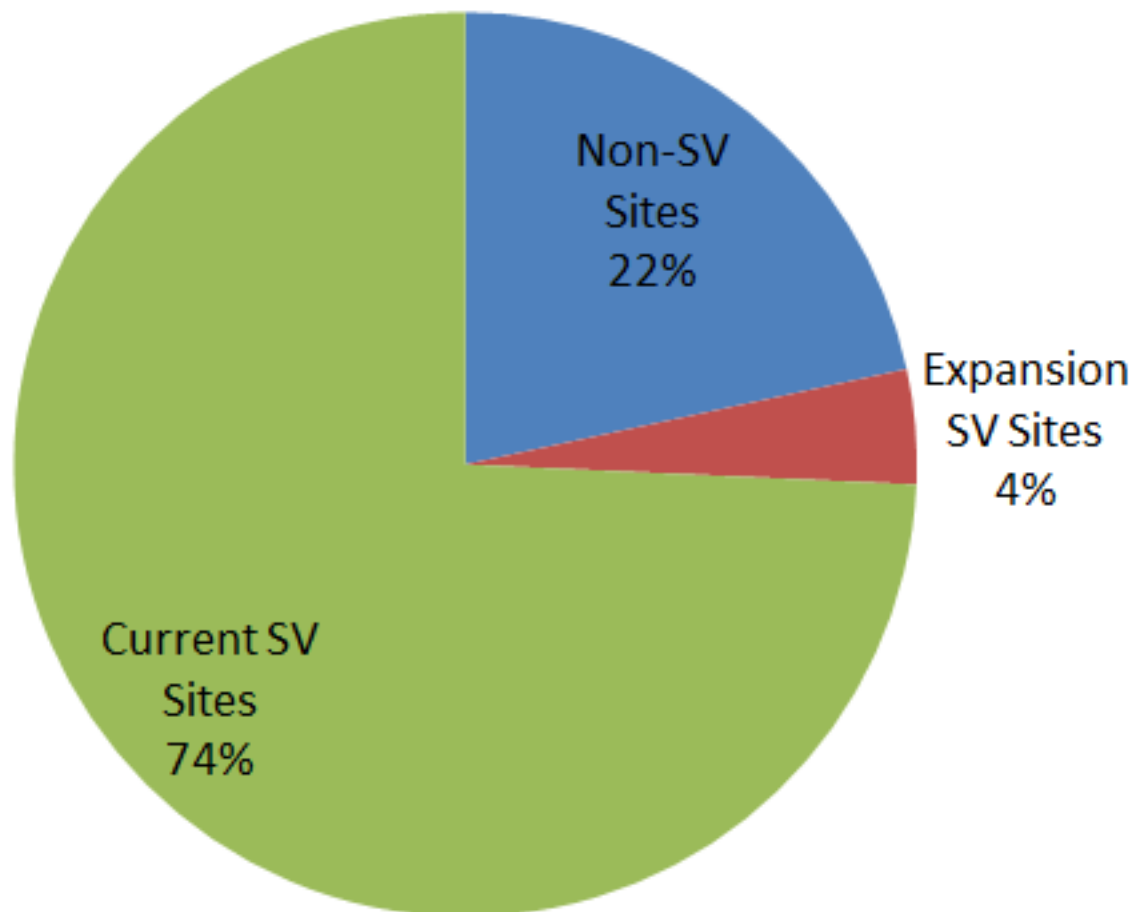
Site	Group	Wireless Survey	On Site Training
Denver Mail Processing Annex	1	1/16-1/17	2/24-2/28
Knoxville	1	1/16-1/17	2/24-2/28
Nashua	1	1/12-1/13	3/10-3/14
Rochester L&DC	1	1/14-1/15	3/3-3/7
South Florida L&DC	1	1/14-1/15	3/3-3/7
West Palm Beach PDF/PDC	1	1/12-1/13	3/10-3/14
Akron	2	TBD	3/31-4/4
Grand Rapids Annex P1	2	TBD	3/31-4/4
Linthicum	2	TBD	4/7-4/11
Milwaukee Priority Annex	2	TBD	4/7-4/11

Group 1 - Sites with existing Wi-Fi infrastructure.

Group 2 - Sites that require a Wi-Fi installation.



Volume entered at SV Sites vs. Non-SV Sites



*Based on Oct – Dec 2013 data

Bundle Scanning Pilot



Suspended piloting in New York during peak

- Clerks scan 99M/P when mail arrives at DDU
- Carriers scan top piece of bundle when mail is cased for delivery
- Scan translated as out for delivery

Next Steps

- **Enhance pilot project plan to include:**
 - Track 99P scans from plant to DU
 - Implement nesting for automation equipment
 - Improved diagnostics to determine root cause of failures
- **National implementation under evaluation**

Address Management Updates



New Policy Announcement: NCOALink® PAF Renewal Update

- USPS® modified the existing NCOALink Processing Acknowledgement Form (PAF) renewal policy
- Communication Venues
 - DMM Advisory – P&C Weekly – Industry Alert – NCOALink Licensee Announcements – MTAC User Group 5

January 9, 2014

P&C Weekly

Pricing Message Board

Today we sent this information to 16,000 DMM Advisory subscribers. Please help us get the word out.

Reminder: NCOALink® Alternative PAF Renewal Policy

The Postal Service™ has implemented a new alternative to the NCOALink® Processing Acknowledgement Form (PAF) renewal process. This alternative method makes the PAF renewal process more effective and less time consuming for NCOALink customers. This policy became effective October 1, 2013.

Click here for the full announcement: https://ribbs.usps.gov/ncoalink/documents/announcements/2013_ANNOUNCEMENTS/NewPAFReqSept272013.PDF

Click here for the Complete Guide to processing PAFs: https://ribbs.usps.gov/ncoalink/documents/tech_guides/PAF_GUIDE.PDF

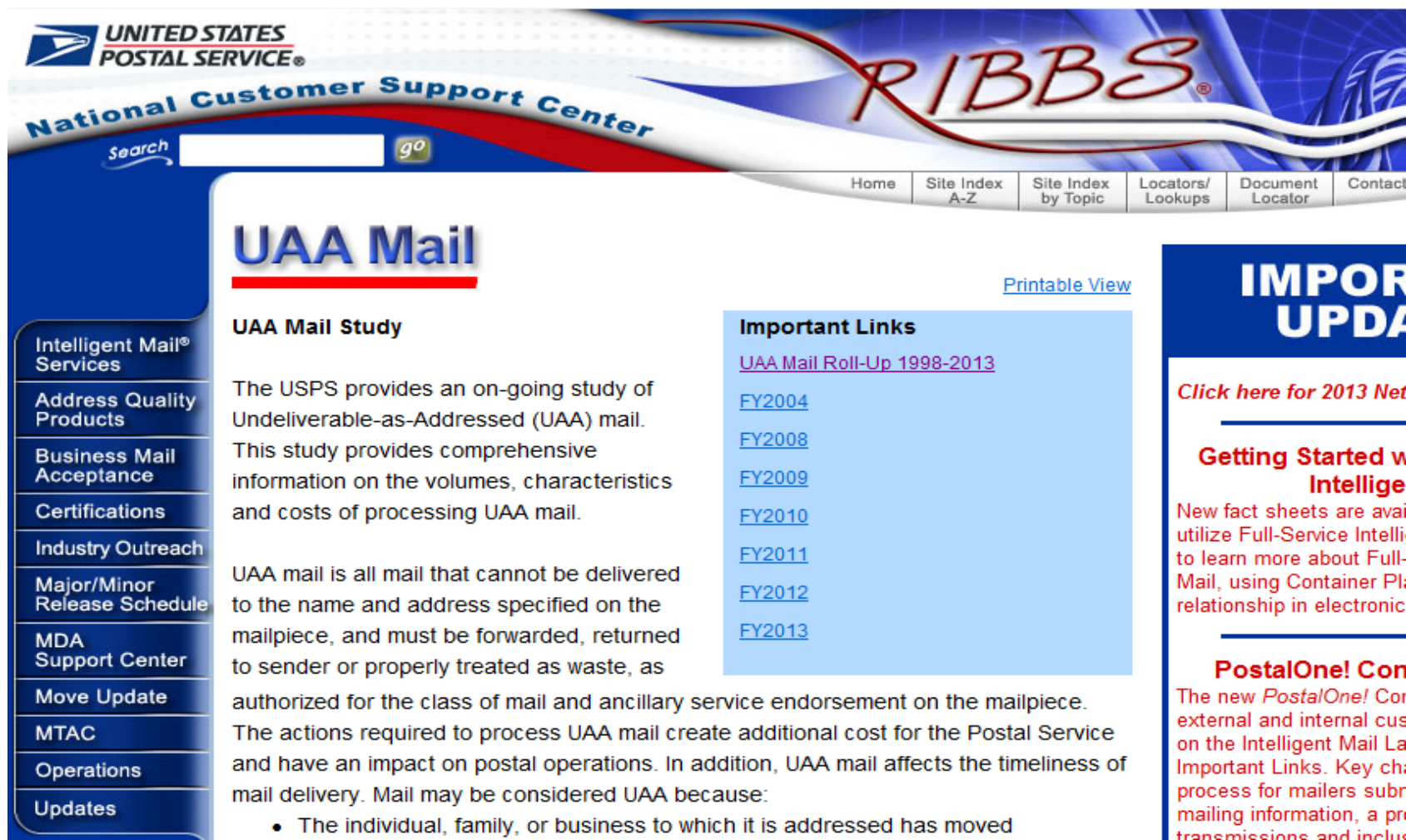
The P&C Weekly is intended for Postal Service employees only. To subscribe, send an e-mail to pandcweekly@usps.gov. Simply indicate "subscribe" in the subject line.

New Alternative PAF Renewal Policy

- Prior to customers' anniversary dates, Licensees will send PAF renewal notices
- If there are no changes, customers do not have to complete a new PAF. However if any information has changed, customers will need to update their existing PAFs
- A copy of the original PAF and the subsequent annual email, fax or letter sent via US Mail will be kept in Licensees' files for a minimum of six (6) years
- It is the responsibility of the Licensee to ensure a completed and updated PAF is maintained and is on file for each of their customers

RIBBS® Enhancements

- ✓ New Landing Page for UAA Mail



The screenshot shows the USPS RIBBS National Customer Support Center website. The header features the USPS logo and the text "UNITED STATES POSTAL SERVICE®". Below the header is a search bar with a "go" button. A navigation menu includes links for Home, Site Index A-Z, Site Index by Topic, Locators/Lookups, Document Locator, and Contact Us. The main content area is titled "UAA Mail" and includes a "Printable View" link. A sidebar on the left lists various services: Intelligent Mail® Services, Address Quality Products, Business Mail Acceptance, Certifications, Industry Outreach, Major/Minor Release Schedule, MDA Support Center, Move Update, MTAC, Operations, and Updates. The main content area is divided into two columns. The left column is titled "UAA Mail Study" and contains text about the USPS's on-going study of Undeliverable-as-Addressed (UAA) mail, its purpose, and the definition of UAA mail. The right column is titled "Important Links" and lists links for UAA Mail Roll-Up 1998-2013, FY2004, FY2008, FY2009, FY2010, FY2011, FY2012, and FY2013. A right sidebar titled "IMPOR UPDA" contains a link for "Click here for 2013 Net" and sections for "Getting Started w Intelligence" and "PostalOne! Con".

UAA Mail

[Printable View](#)

UAA Mail Study

The USPS provides an on-going study of Undeliverable-as-Addressed (UAA) mail. This study provides comprehensive information on the volumes, characteristics and costs of processing UAA mail.

UAA mail is all mail that cannot be delivered to the name and address specified on the mailpiece, and must be forwarded, returned to sender or properly treated as waste, as authorized for the class of mail and ancillary service endorsement on the mailpiece. The actions required to process UAA mail create additional cost for the Postal Service and have an impact on postal operations. In addition, UAA mail affects the timeliness of mail delivery. Mail may be considered UAA because:

- The individual, family, or business to which it is addressed has moved

Important Links

- [UAA Mail Roll-Up 1998-2013](#)
- [FY2004](#)
- [FY2008](#)
- [FY2009](#)
- [FY2010](#)
- [FY2011](#)
- [FY2012](#)
- [FY2013](#)

IMPOR UPDA

[Click here for 2013 Net](#)

Getting Started w Intelligence

New fact sheets are available to utilize Full-Service Intelligence to learn more about Full-Service Mail, using Container Plus, and the relationship in electronic mail.

PostalOne! Con

The new PostalOne! Core is designed for external and internal customers on the Intelligent Mail Label. Important Links. Key changes to the process for mailers submitting mailing information, a pre-transmission, and including

Discussion & Questions